

I am a customer of a small ISP company and I for one appreciate having the option of a smaller ISP provider. They are less costly and they provide much better customer service than a larger ISP provider.. Case in point .. when SBC/YAHOO first brought DSL service to my area I signed up for it cost me \$49.99 per month and it took 3 months to get the service hooked up and running correctly.. SBC/YAHOO was less than helpful, I was transferred so many times that I finally got angry and refused to pay the bill until they came out and corrected the problem. After my contract expired I went back to dial-up, when my ISP dial-up provider offered DSL for half the price \$29.95 I signed up and have been with them ever since. Sonic Net provides excellent customer technical service 24/7 I have never had to wait longer than 3-4 minutes for a technician on the phone and they have been very accomodating in keeping the cost of my dsl low.. by offering me ways of letting one contract expire then wait a few days and call back and sign up as a new customer again to get the cheaper prices... Show me a big company that would do that for their customers.

We used to have small independent cable companies here in Santa Rosa, CA, however AT&T/Comcast has bought them all out.. and now there is only one cable provider here in Sonoma County. They have already gotten in trouble with the city counsel for not providing the customer service that thier franchise agreed to in their city contracts. Then are in violation of that service contract all the time.

I don't want to see that happen with our ISP providers as well. Microsoft was split up by the courts because it was dominating the PC Operating systems industry, COMCAST is currently dominating the cable industry and now SBC/YAHOO wants to dominate the ISP industry... When will the FCC stop these large companies from dominating these industry markets and start protecting the smaller independent companies... by letting larger companies dominate their industry market you take away our freedom to choose who we want to give our business too... and the companies that do dominate the markets couldn't care less if they provide less that steller customer service.. and why should they care?? The FCC has made it easier for them to be that way, by allowing them to dominate the markets.